

ABSTRACT
QUALITY ASSESMENT TOOL

5 This invention relates to a non-intrusive speech quality
assessment system. The invention provides a method and
apparatus for storing a sequence of intercepted packets
associated with a call, each packet containing speech
data, and an indication of a transmission time of said
10 packet; storing with each intercepted packet an indication
of an intercept time of said packet; extracting a set of
parameters from said sequence of packets; and generating
an estimated mean opinion score in dependence upon said
set of parameters; wherein the extracting step comprises
15 the sub steps of: generating a jitter parameter for each
of a sequence of stored packets in dependence upon the
difference between the transmission time of a stored
packet and the transmission time of a preceding stored
packet of the sequence; and the difference between the
20 intercept time of said stored packet and the intercept
time of said preceding packet; and generating a
consecutive positive jitter parameter for said stored
packet in dependence upon the polarity of said jitter
parameter for said stored packet and the polarity of said
jitter parameter for any preceding stored packets.

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Figure 4.